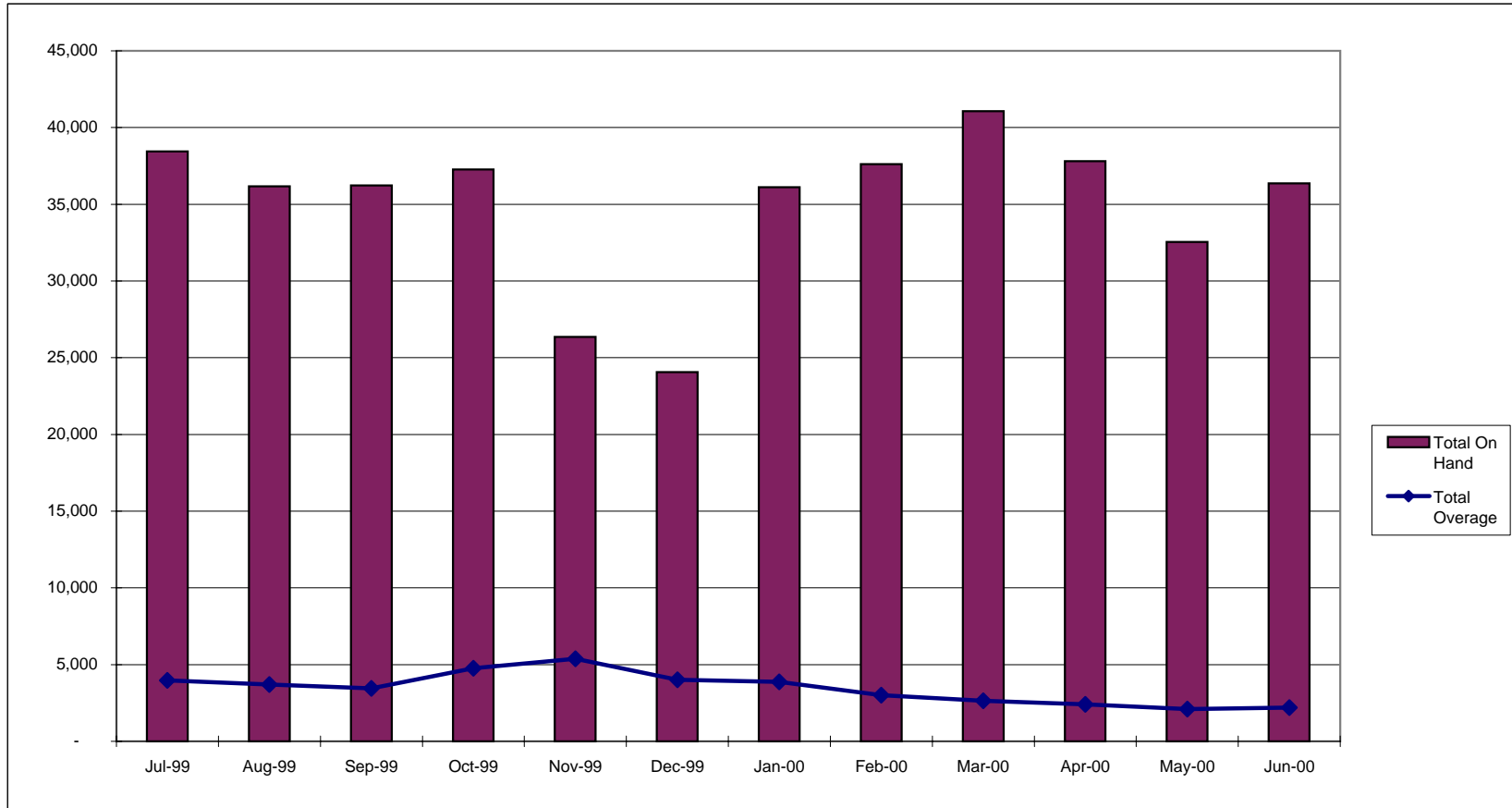


Overage

Contract Entitlement Directorate

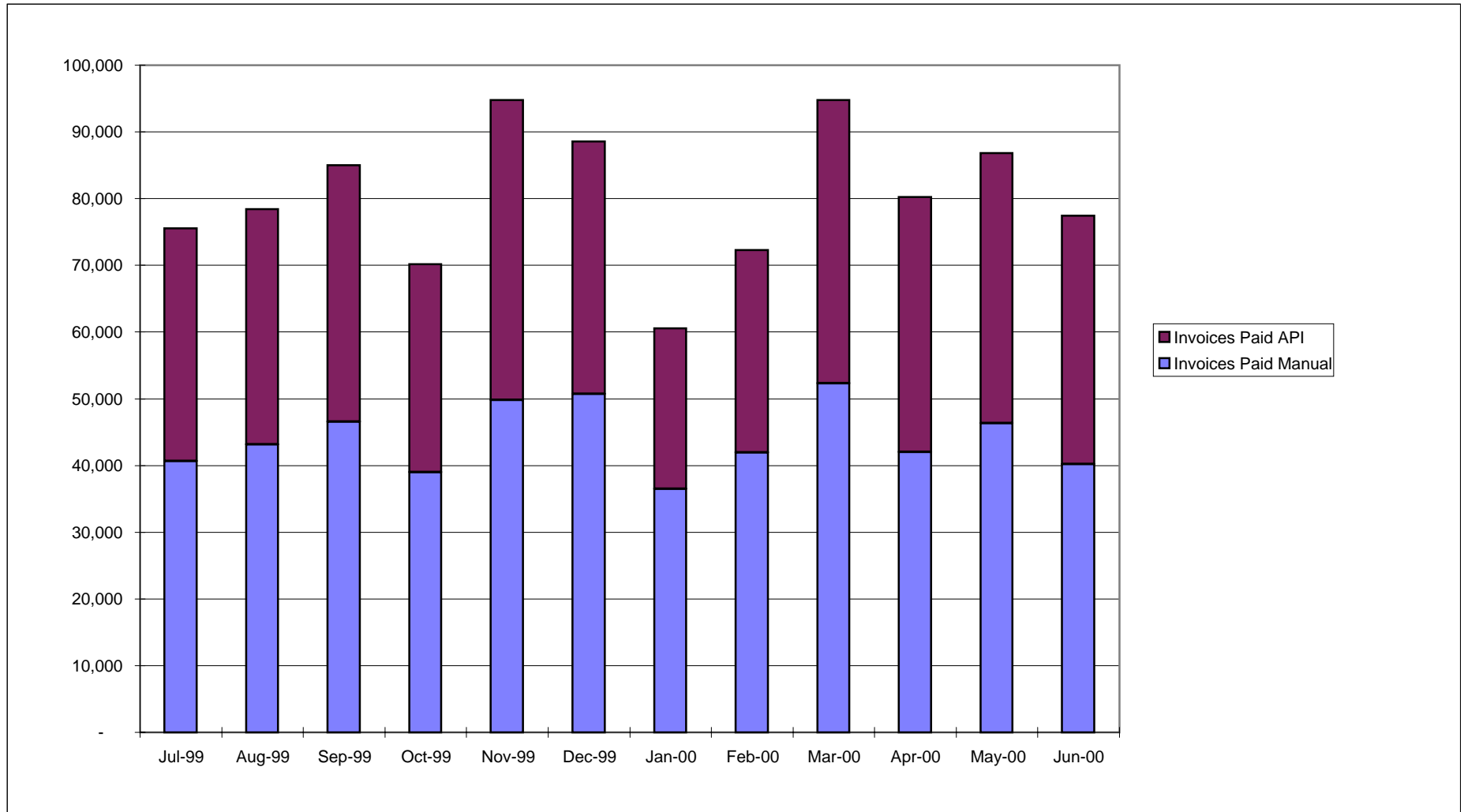


Overage	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Total On Hand	38,450	36,176	36,233	37,265	26,363	24,067	36,119	37,616	41,063	37,814	32,550	36,367
Total Overage	3,964	3,701	3,459	4,758	5,388	4,014	3,878	3,008	2,643	2,414	2,094	2,190
Overage %	10.3%	10.2%	9.5%	12.8%	20.4%	16.7%	10.7%	8.0%	6.4%	6.4%	6.4%	6.0%
Controllable Overage %	5.6%	5.9%	5.4%	7.0%	10.6%	8.7%	5.1%	3.8%	3.6%	3.4%	3.0%	3.1%

Note: This chart does not include classified invoices on hand

Invoices Paid

Contract Entitlement Directorate

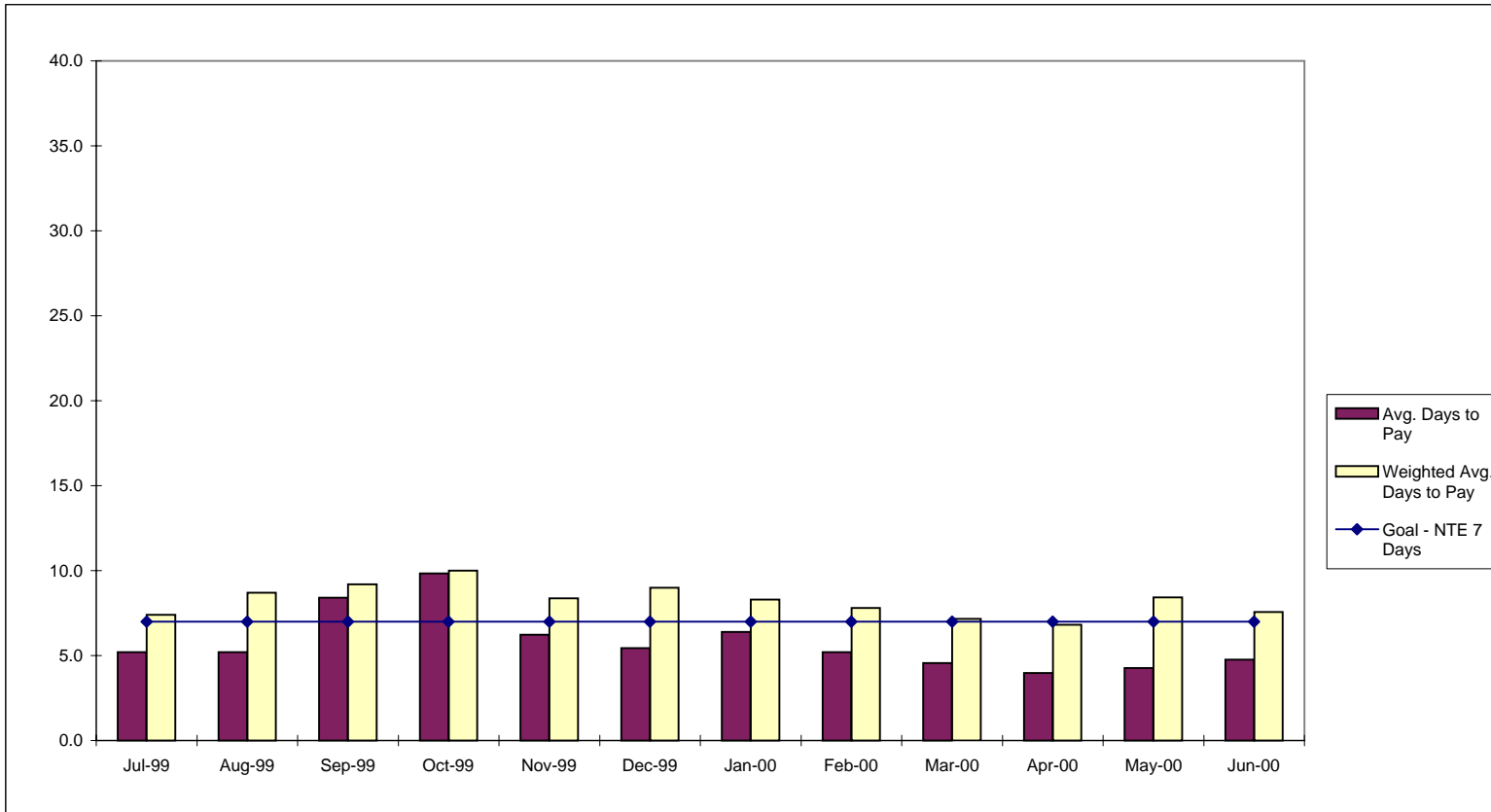


Invoices Paid	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Invoices Paid	75,520	78,438	84,983	70,203	94,808	88,566	60,565	72,326	94,765	80,212	86,842	77,446
Invoices Paid Manual	40,672	43,173	46,533	39,021	49,843	50,710	36,520	41,941	52,343	41,999	46,353	40,218
Invoices Paid API	34,848	35,265	38,450	31,182	44,965	37,856	24,045	30,385	42,422	38,213	40,489	37,228
API Rate	46.1%	45.0%	45.2%	44.4%	47.4%	42.7%	39.7%	42.0%	44.8%	47.6%	46.6%	48.1%

Please note that Invoices Paid include Classified Invoices paid and do not include voided invoices.

Customer Service Indicators - Progress Payments

Contract Entitlement Directorate

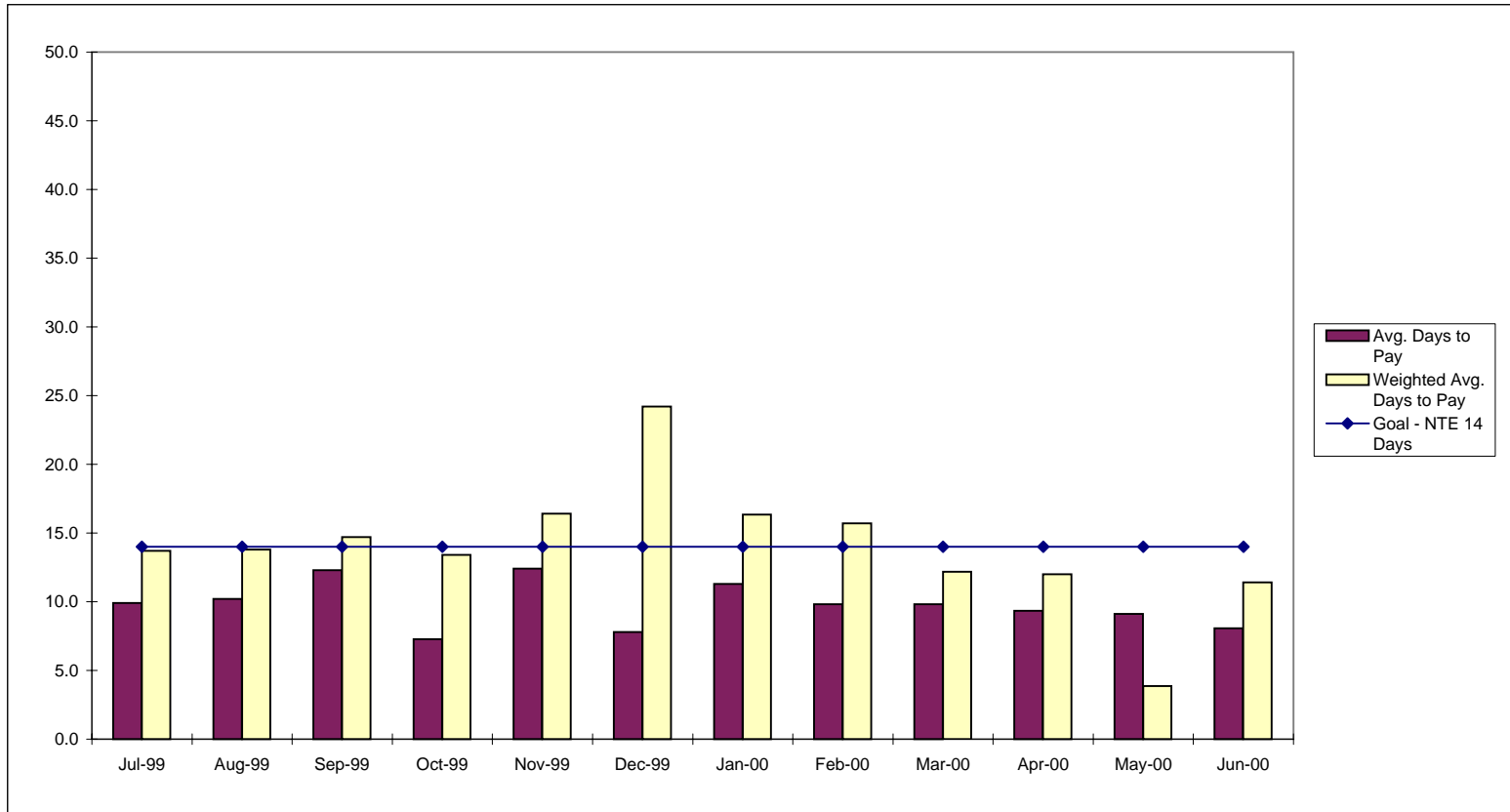


Customer Service Ind. - PPRs	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Total	1,628	1,516	1,721	1,522	1,597	1,554	1,323	1,411	1,699	1,370	1,472	1,522
On Time	1,323	1,231	1,312	1,235	1,264	1,230	1,110	1,209	1,453	1,205	1,276	1,288
% On Time	81.3%	81.2%	76.2%	81.3%	81.2%	79.2%	83.9%	85.7%	85.5%	88.0%	86.7%	84.6%
Avg. Days to Pay	5.2	5.2	8.4	9.8	6.2	5.4	6.4	5.2	4.6	4.0	4.3	4.8
Weighted Avg. Days to Pay	7.4	8.7	9.2	10.0	8.4	9.0	8.3	7.8	7.2	6.8	8.4	7.6

Please note that Customer Service Indicators reflected in these charts do not include classified invoices paid and do include voided invoices.

Customer Service Indicators - Cost Vouchers

Contract Entitlement Directorate

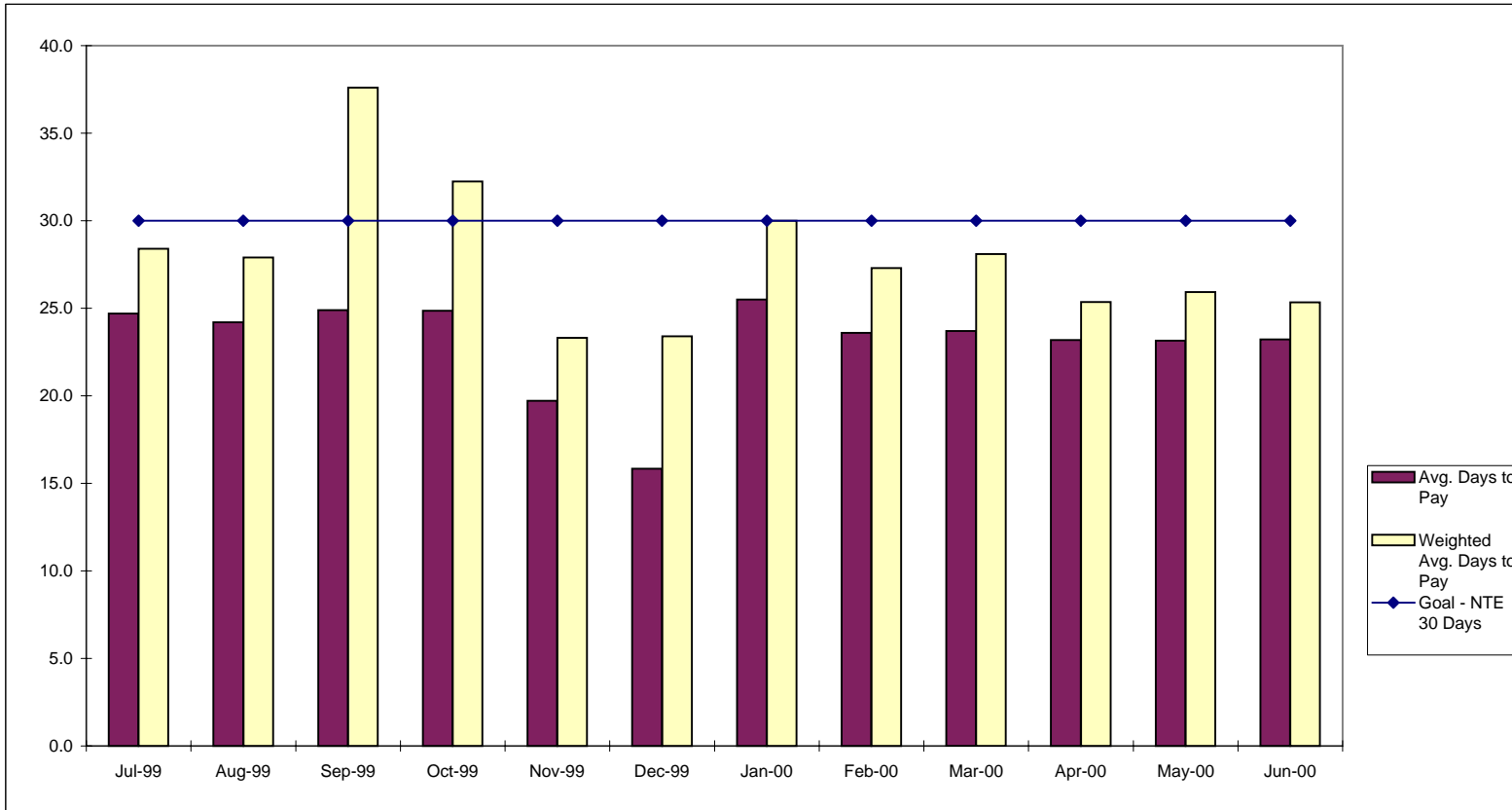


Customer Service Ind. - BVNs	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Total	30,032	30,007	32,093	26,126	30,973	34,935	29,839	29,341	38,099	30,630	35,135	32,630
On Time	25,232	25,347	24,912	20,592	22,775	26,725	24,197	25,987	33,289	26,626	30,167	28,679
% On Time	84.0%	84.5%	77.6%	84.0%	84.5%	76.5%	81.1%	88.6%	87.4%	86.9%	85.9%	87.9%
Avg. Days to Pay	9.9	10.2	12.3	7.3	12.4	7.8	11.3	9.8	9.8	9.3	9.1	8.1
Weighted Avg. Days to Pay	13.7	13.8	14.7	13.4	16.4	24.2	16.3	15.7	12.2	12.0	3.9	11.4

Please note that Customer Service Indicators reflected in these charts do not include classified invoices paid and do include voided invoices.

Customer Service Indicators - Commercial Invoices

Contract Entitlement Directorate

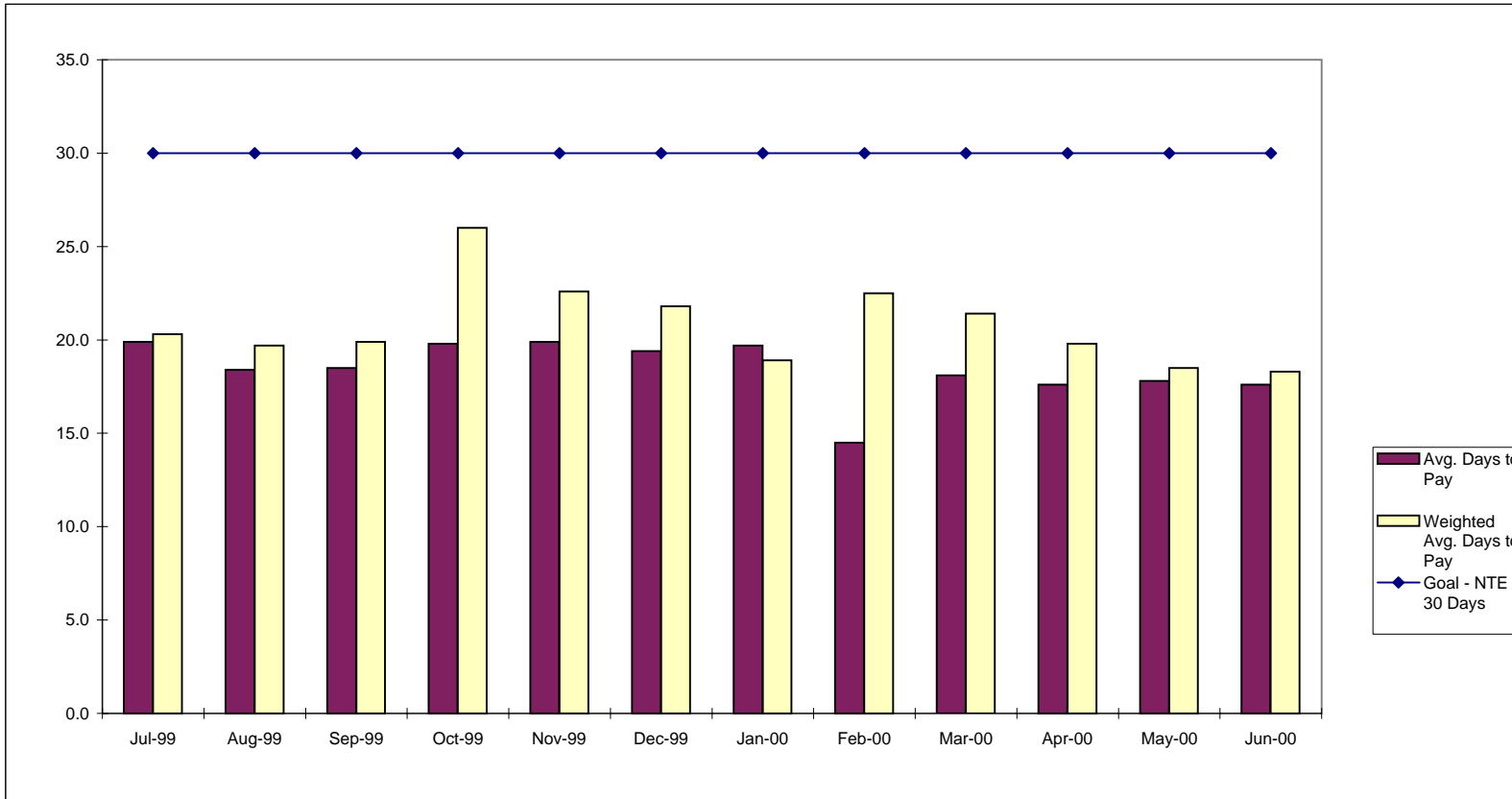


Customer Service Ind. - Comm	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Total	43,701	46,940	51,256	42,505	62,463	52,392	29,527	41,618	54,976	48,272	50,264	43,098
On Time	40,110	43,512	46,768	38,641	57,825	46,348	25,706	39,067	51,676	46,056	48,168	41,152
% On Time	91.8%	92.7%	91.2%	91.8%	92.7%	88.5%	87.1%	93.9%	94.0%	95.4%	95.8%	95.5%
Avg. Days to Pay	24.7	24.2	24.9	24.9	19.7	15.8	25.5	23.6	23.7	23.2	23.1	23.2
Weighted Avg. Days to Pay	28.4	27.9	37.6	32.2	23.3	23.4	30.0	27.3	28.1	25.4	25.9	25.3

Please note that Customer Service Indicators reflected in these charts do not include classified invoices paid and do include voided invoices.

Customer Service Indicators - Total

Contract Entitlement Directorate



Customer Service Ind. - Total	Jul-99	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00
Total	75,361	78,463	85,070	70,153	95,033	88,881	60,689	72,370	94,774	80,272	86,871	77,250
On Time	66,665	70,090	72,992	60,468	81,864	74,303	51,013	66,263	86,418	73,887	79,611	71,119
% On Time	88.5%	89.3%	85.8%	86.2%	86.1%	83.6%	84.1%	91.6%	91.2%	92.0%	91.6%	92.1%
Avg. Days to Pay	19.9	18.4	18.5	19.8	19.9	19.4	19.7	14.5	18.1	17.6	17.8	17.6
Weighted Avg. Days to Pay	20.3	19.7	19.9	26.0	22.6	21.8	18.9	22.5	21.4	19.8	18.5	18.3

Please note that Customer Service Indicators reflected in these charts do not include classified invoices paid and do include voided invoices.